

**Listing of Claims:**

1. (Currently Amended) A technical support system comprising:

a service information portal section which provides web pages as ~~an~~ information input and output ~~interface~~ interfaces;

5 a knowledge base section which stores various claim reports and solutions ~~answered by engineers with respect to which correspond to~~ the claim reports and which are provided by at least one engineer; and

10 a claim handling section which registers in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information based on ~~the basis of~~ a claim content input ~~to~~ via a client web page, and which manages the registered new claim report as an unsolved claim requiring an answer from 15 ~~the~~ an engineer;

wherein the claim handling section ~~is configured to determine~~ determines an engineer who is to take charge of a supporting task for preparing a solution to the new claim report, from among a plurality of engineers of a division-in-charge of 20 preparing the solution to the new claim report based on ranks of importance of supporting tasks already assigned to the engineers of ~~a~~ the division-in-charge, and based on progress states of the supporting tasks.

2. (Currently Amended) The technical support system according to claim 1, wherein said claim handling section includes comprises:

a supporting task table which holds records of the engineers, and each of the records is obtained as numeric value data by combining, with a predetermined weighting, the ranks rank of importance of a supporting tasks task assigned to the engineer before registration of the new claim report and the progress states state of the supporting tasks task; with a predetermined weighting, and

a selecting section which makes selection of selects the engineer who is to take charge of the supporting task for preparing the solution for the new claim report, by comparing the numeric value data of the records held in said supporting task table.

3. (Currently Amended) The technical support system according to claim 2, wherein said claim handling section further includes comprises an engineer information table which holds records of the engineers including at least one item selected from of: a schedule after the registration of the new claim report, a product designed as experience, the a number of years of experience, the a number of supporting tasks, a responsible unit, and a technical field, and

10        wherein said selecting section is configured to switch said supporting task table to said engineer information table upon an increase in the a number of newly-registered claim reports, and to ~~make selection of the engineers~~ select the engineer with reference to a content of said engineer information table.

4. (Currently Amended) The technical support system according to claim 1, wherein said claim handling section ~~further includes~~ comprises an assignment update section which selects the a next prospective engineer when assignment of the supporting task is not accepted by ~~the~~ a previously selected engineer.

5. (Currently Amended) A technical support method using a knowledge base section which stores various claim reports and related solutions, said method comprising:

5        ~~a step of providing web pages as~~ an information input and output ~~interface~~ interfaces;

10        ~~a step of registering in~~ said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information based on ~~the basis of~~ a claim content input to via a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from ~~the~~ an engineer; and

a step of determining an engineer who is to take charge of a supporting task for preparing a solution to the new claim report, from among a plurality of engineers of a division-in-charge of 15 preparing the solution to the new claim report based on ranks of importance of supporting tasks already assigned to the engineers of a the division-in-charge, and based on progress states of the supporting tasks.

6. (Currently Amended) The technical support method according to claim 5, wherein said engineer determining step is configured to use is determined by: (i) consulting a supporting task table which holds records of the engineers, each of said 5 records being obtained as numeric value data by combining, with a predetermined weighting, the ranks rank of importance of a supporting tasks task assigned to the engineer before registration of the new claim report and the progress states state of the supporting task, tasks with a predetermined weighting, and to make selection of and (ii) selecting the engineers engineer who is to take charge of the supporting task for preparing the solution for the new claim report, by comparing the numeric value data of the records held in said supporting task table.

7. (Currently Amended) The technical support method according to claim 6, wherein, upon an increase in a number of newly-registered claim reports, said engineer determining step is configured to use is determined by: (i) consulting, instead of said supporting task table, an engineer information table which holds records of the engineers including at least one item selected from of: a schedule after the registration of the new claim report, a product designed as experience, the a number of years of experience, the a number of supporting tasks, a responsible unit, and a technical field, instead of said supporting task table upon increase in the number of newly-registered claim reports, and to make selection of the engineers and (ii) selecting the engineer with reference to a content of said engineer information table.

8. (Currently Amended) The technical support method according to claim 5, wherein said engineer determining step further configured to select the comprising selecting a next prospective engineer when assignment of the supporting task is not accepted by the a previously selected engineer.

9. (Currently Amended) A recording medium having a program for a technical support system server recorded thereon that is

executable by a computer to cause the computer to function  
as: for a technical support system server including

5           a claim handling section which registers in a knowledge base  
section a new claim report in which at least a claim title is  
structured as a combination of predetermined items of definition  
information based on ~~the basis of~~ a claim content input ~~to~~ via a  
client web page, and which manages the registered new claim  
10          report as an unsolved claim requiring an answer from ~~the~~  
an engineer,

wherein said program ~~being~~ is executable ~~for causing by the~~  
computer to cause said claim handling section to perform a  
process of confirming ranks of importance of supporting tasks  
15          already assigned to engineers of a division-in-charge of  
preparing a solution to the new claim report, and of confirming  
progress states of the supporting tasks, and determining an  
engineer who is to take charge of a supporting task for preparing  
a the solution to the new claim report, from among the engineers  
20          of the division-in-charge, based on the ranks of importance of  
supporting tasks and the progress states of the supporting tasks.

10. (Currently Amended) The recording medium according to  
claim 9, wherein ~~said program is configured such that~~ said claim  
handling ~~section performs a process of using~~ determines the  
engineer by: (i) consulting a supporting task table which holds

5 records of the engineers, and each of the records is obtained as numeric value data by combining, with a predetermined weighting, the ranks rank of importance of a supporting tasks task assigned to the engineer before registration of the new claim report and the progress states state of the supporting tasks task, with a 10 predetermined weighting, and making selection of the engineers and (ii) selecting the engineer who is to take charge of the supporting task for preparing the solution for the new claim report, by comparing the numeric value data of the records held in said supporting task table.

11. (Currently Amended) The recording medium according to claim 10, wherein, upon an increase in a number of newly-registered claim reports, said program is configured such that said claim handling section performs a process of using 5 determines the engineer by: (i) consulting, instead of said supporting task table, an engineer information table which holds records of the engineers including at least one item selected from of a schedule after the registration of the new claim report, a product designed as experience, the a number of years 10 of experience, the a number of supporting tasks, a responsible unit, and a technical field, instead of said supporting task table upon increase in the number of newly registered claim

reports, and making selection of the engineers and (ii) selecting the engineer with reference to a content of said engineer information table.

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12. (Currently Amended) The recording medium according to claim 9, wherein said program is configured such that said claim handling section performs a process of selecting the selects a next prospective engineer when assignment of the supporting task is not accepted by the a previously selected engineer.